DPS: Inspection & Permitting System (IPS)

Training Documentation
Customer Portal

Final Version for Portal User

7/8/2015

Contents

1. Introduction

This document contains guidelines for the IPS customer portal user to be able to sign-up, navigate, and perform functions on the IPS Customer Portal.

1.1 Background and Scope

The following DPS business areas are developed for the **Phase 1 Customer Portal**:

- **Electrical**
- **Building**
- **Certificate of Inspection**
- **Elevator**

In addition to the functional portal processes, this document covers: Customer Registration Process, Home screen and general portal features.

2. Customer Registration Process

The **"IPS Customer – User Registration"** screen is accessed from the DPS website @ www.mass.gov/dps
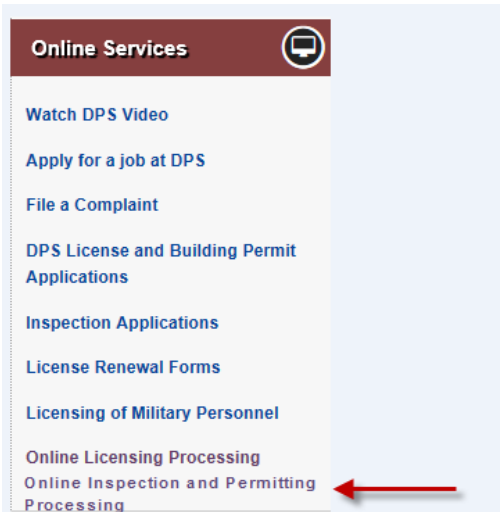
2.1   Customer Registration screen

The customer is able to register as a **"Building Owner"** (which is an Individual or Company) or a **"Contractor/Maintenance Company Representative"** (which is an Elevator Maintenance Company, Electrical Contractor, Registered Design Professional (RDP), or Building Contractor) – using the **"User Type"** field.

Department Of Public Safety
Inspections and Permitting System (IPS) Customer Portal

Mass.*gov*

Information

Welcome to the Department of Public Safety's (Department) Inspection and Permitting System (IPS). IPS is web-based and may be used to secure building permits and apply for related inspections on state construction projects, apply for elevator inspections, and a host of other Department activities. This system is not to be used to apply for or renew a Department license (such as construction supervisor or hoisting license).

In order to use the system, you must first register user and company information. Please select a value for the "User Type" field that accurately represents the capacity in which you or your company deals with DPS.
Building Owners/representatives, select "Building Owner – Company" from the User Type list and the appropriate Type(s) (one or multiple) from the list provided.

The red-barred fields are required. Please enter the required user and company details in the appropriate sections and, and click on the Search button. Select the appropriate agency from the search result options displayed. If the contractor firm is not displayed in the search results, there will be an option to create a new company. You must search for the agency/company first in order to avoid creating duplicate contact information in the system.

Once you are registered as an IPS user, you will be able to log into the IPS system and create/manage (up to 5) additional users associated with your company.

User Registration

User Information   ▌ = Required Information

User Type	--None--	Street	
First Name		City	
Last Name		State	
Email		Postal Code	
Phone		Country	

Additional Information   ▌ = Required Information

| Comments | |

Company Information   ▌ = Required Information

Name		Street	
Email		City	
Phone		State	
		Zip Code	

Clear   Search

2.2   Building Owner User Registration Success Page

Once a **"Building Owner"** customer has registered with the IPS, an email with a temporary password will be sent to the registrant, and the following Registration Success page will be displayed on the portal. (See Section 2.4 for additional information.)
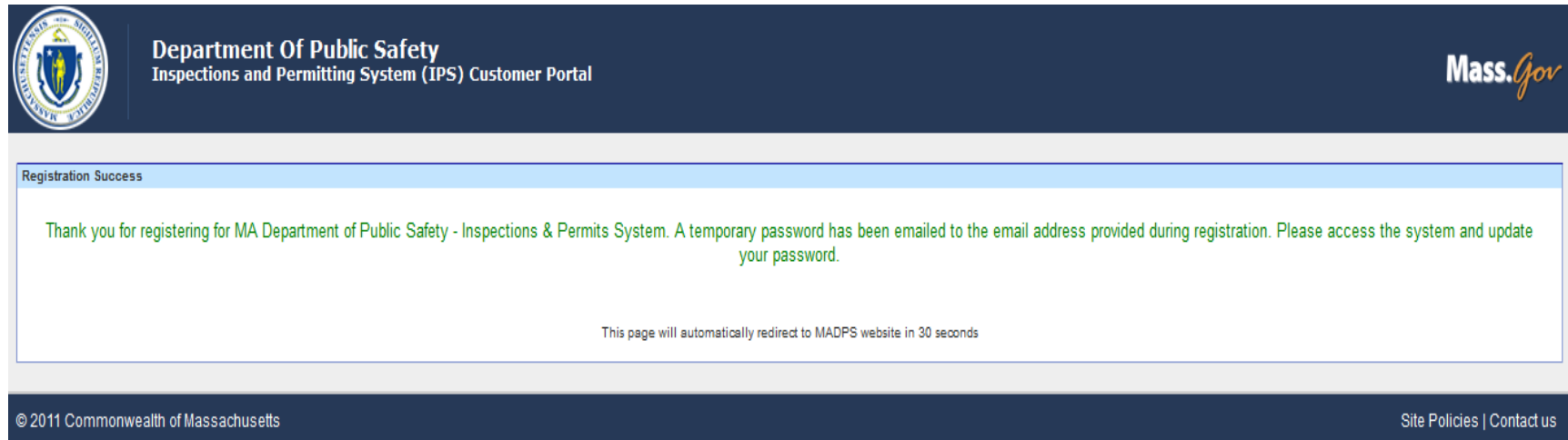
2.4   Email sent to the registrant

Once information is reviewed and verified by a DPS staff person for a **"Contractor/Maintenance company"** user, the registrant will receive a message like the one pictured below. The **"Building Owner"** registrant email message contains similar information.

Upon receipt of the email message, the registrant (whether **Building Owner** or **Contractor/Maintenance** user) will then be able to log into the system, update their password and begin use of the system.

Dear Tana Hudson,

Thank you for registering with IPS. Your new Customer Portal password can be found below.

Thank you,

Massachusetts Department of Public Safety Customer Support

Login URL : https://cs8.salesforce.com/secur/login_portal.jsp?orgId=00DL0000005srcX

Username: tinasapr.a1021@gmail.com.ips
Password: UCrgw5cS

2.5 Customer Portal Login screen – Initial Portal Login Screen

2.6   Customer Portal Manager – User Management

2.6.1   My Profile

Customer portal users can use the **"My Profile"** link from the Home screen to:
-   Edit their User Information
-   Change their Password
-   View Users associated with their company
-   Add (up to 5 Active) sub-users associated with their company (**Managers ONLY functionality**)

2.6.2   Add New User

Users are able to view the list of all the users associated with their company via My Profile →**"View Users"** button.

The **Manager** can create up to 5 active users for their company (via My Profile →**"Add User"** button).

The sub-users created by the manager are **<u>not</u>** to be validated by the DPS staff.   The new user added will be automatically associated with the Manager's company.

An email will be sent to the new users added with a temporary password. Users will then be able to log into the system and update their password.

3. Home Screen

When a user successfully logs-into the system a home screen is displayed (similar to the screen shot below).

Enter **Record #** or **Address** into the text field provided in **'Search IPS'** section (highlighted in the above screen shot) and click on **'Search IPS'** button. The page navigates to Search IPS Search Results page (shown below) while displaying the results of the search criteria entered.

Click on the appropriate tab (i.e. Elevator Permit, Electrical Permit, etc.,) to display results of the search in a specific category.

3.1.1 View an Application

Click on the **Record #**, **Number**, or **Permit #** link of an application to view the record. The page navigates to the application and lists the related permit/license details, contacts and submissions associated with it.

Home

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS

Search By

Record# ▼

Search IPS

Quick Links

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DPS License Verification
Division of Professional Licensure
CART

Application
CI15-00221-PENDING

Printable View

Application Detail   Edit   Change Owner

Information

Number	CI15-00221-PENDING	Status	Submitted
Type	Certificate of Inspection	Issue Date	
Applicant	Chaitanya Baddam_ElvMntnce		
Company	Baddam_company_owner		
Inspection Notification Received	Yes		

Location

Location	4 BROOK STREET STONEHAM MA	Street Number	4
Place Name		Street Name	BROOK STREET
Building	Baddam Building for Demolition	City	STONEHAM
		State	MA
		Zip/Postal Code	02180

Description

Description

Financials

Total Fees	$300.00	Total Payments	$300.00
		Total Balance	$0.00

Related Items

| Submissions (1) | Selected Facilities (2) | | | View All |

Search :

Title ▼	Submission Date ⇕	Status	Required ⇕
Expired DPS Certificate		On File - Same Approved Equipment	☐

Showing 1 to 1 of 1 entries

Edit   Change Owner

3.1.2   Modify an Application

To modify an application, click on Edit in the application detail section, while viewing an application. **Permits/applications can be edited:**
- **Only by the Applicant Company user**
- **Only when Permit/Application is in certain Statuses** (Pending, Submitted, Rejected status)

The page navigates to the page details making the information editable (if the user has necessary permissions). Click on **Next** and follow the steps to complete editing the application.

3.1.3   Update Owner

Owners can be changed **only by the Applicant Company user** on Permits and/or Applications that are in Status **Pending, Submitted,** and **Rejected.**

Elevator Companies will be allowed to change Elevator Owners on Equipment upon searching for the Equipment

3.2   Manage User Profile

Users can access and update their profile by clicking on **'My Profile'** (highlighted in Red in the below screen shot)

| Home |

Welcome, Baddam_ElvMntnce
My Profile | Logout

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS

Search By

Record# ▼ [   ]

Search IPS

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CART

Apply for Permit   Apply for Inspection

✓ **Pending Applications**

Record#	Location	Type	Created Date
CI15-00265-PENDING		Application for Certificate of Inspection	2015-06-24 14:24 PM
ECR15-00523	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 15:20 PM
ECR15-00519	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 12:49 PM
CI15-00218-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 10:11 AM
CI15-00221-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 13:05 PM
ELV15-0340-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - Modernization	2015-05-12 10:51 AM
ELT15-0222-PENDING	1 ASHBURTON PLACE BOSTON MA	Electrical Permit	2015-06-24 14:20 PM
BLD15-0285-PENDING	1 ASHBURTON PLACE BOSTON MA	Building Permit	2015-06-24 13:42 PM
ELV15-0398-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-05-28 14:07 PM
ELV15-0261-PENDIN	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-04-28 08:01 AM

Additional Permit Applications   Additional Inspection Applications

✓ **Rejected Applications-Action Required**

There is no data to display.

Additional Permit Applications   Additional Inspection Applications

The page navigates to **'My Profile'** page (shown in the screen shot below).

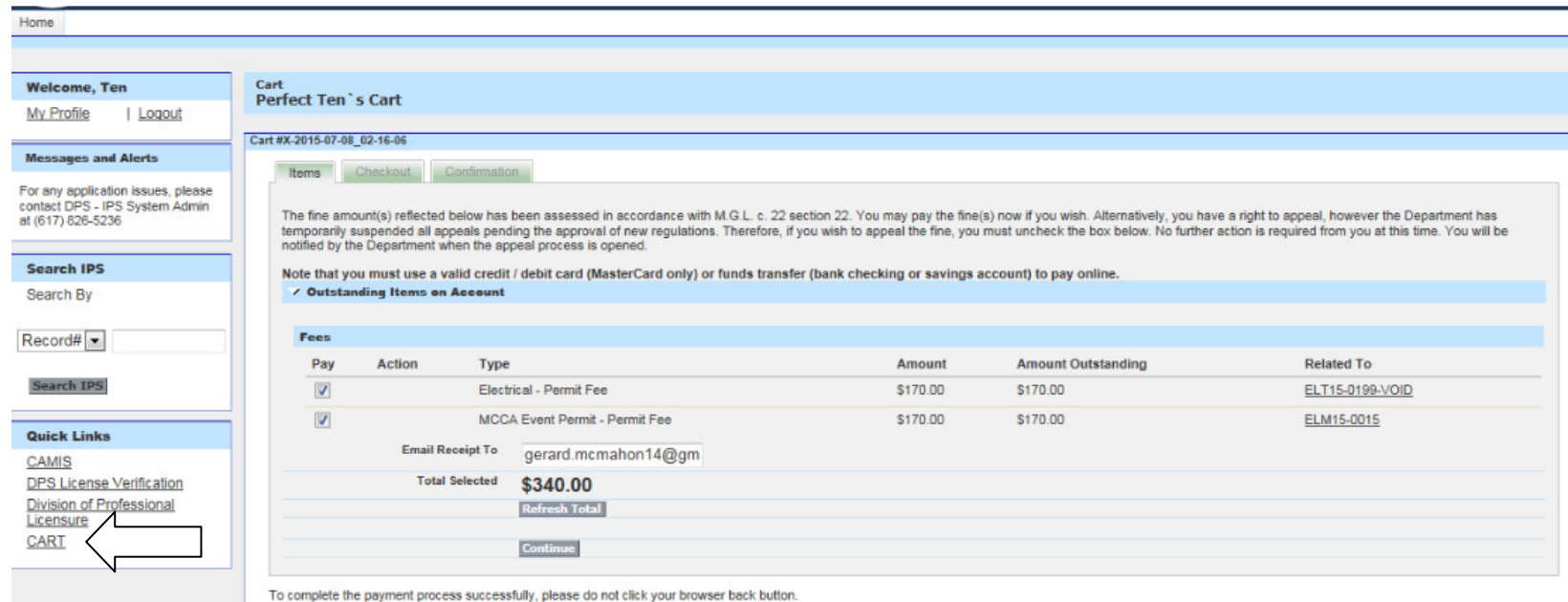Via **"My Profile"**, users can:

- Edit their User Information
- Change their Password
- View Users associated with their company
- Add (up to 5 Active) sub-users associated with their company (**Company Managers ONLY functionality**)

Note: All mandatory fields are marked with a Red line on the side of the label.

Click on **'Save'** to save the updated information.

3.3   CART

User will be able to make any pending payments for the Permits/Applications/Inspection Requests associated with their company via the "CART" under **Quick Links** section. Clicking on the **CART** will show the balance owed, and the user will be able to make payment via the **CART**.

To complete the payment process successfully, please do not click your browser back button.

Welcome, Ten

My Profile | Logout

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin.

Search IPS

Search By

Record# ▼ [   ]

Search IPS

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Cart
Perfect Ten`s Cart

Cart #X-2015-02-23_12-48-22

Items | Checkout | Confirmation

Pay with a credit card.

Payment Method   Credit Card ▼

Amount   1040.00

Process Payment

To complete the payment process successfully, please do not click your browser back button.

SECURED BY
Entrust
SSL
VERIFY

Add to Favorites

| 1 Add Account Information | 2 Add Payment Information | 3 Authorize Payment | 4 Confirmation |

Account Information

| ID Number | 001L000000erHkVIAU |
| Bill Due Date | 02/23/2015 |

Enter Payment Information

* Indicates required field

Payment Method *
- ● Credit Card   VISA   AMERICAN EXPRESS   MasterCard
- ○ Debit Card   VISA   MasterCard
- ○ Bank Account   FUNDS TRANSFER

There is a 2.49 percent of your payment amount convenience fee to use this service Your fee will be calculated and displayed on the next page.

Card Number *
4111111111111111

Card Expiration Date *
07 - Jul ▼   2015 ▼

Verification Code *
What's This?
123

ZIP/Postal Code *
02114

Payment Amount
Enter dollars and cents
$1,040.00

E-Mail Address
To receive confirmation e-mail
tina_sapra@hotmail.com

Re-type E-Mail Address
tina_sapra@hotmail.com

Next, review your information and give approval for this payment. Click "No Thanks" to stop this payment process and exit. To change your account click the "Edit Account Information" button above, do not use your browser Back button.

Continue   No Thanks

Contact Department of Public Safety at 617-826-5246 for refund policies.

Secure Site 🔒

SECURED BY
Entrust
SSL
VERIFY

Add to Favorites

Make A One-Time Payment

| 1 Add Account Information | 2 Add Payment Information | **3 Authorize Payment** | 4 Confirmation |

Account Information

| ID Number | 001L000000erHkVIAU |
| Bill Due Date | 02/23/2015 |

Payment Information

To make changes, click on the "Edit Payment Information" button. Do not use your browser Back button.

Card Number	****1111
Payment Amount	$1,040.00
Convenience Fee	$25.90
E-Mail Address	tina_sapra@hotmail.com
ZIP/Postal Code	02114

[Edit Payment Information]

Your payment is not processed until you click "Authorize Payment". Only click once to avoid duplicate payments. You will receive a confirmation number that you can print for your records. Click "No Thanks" to stop this payment process and exit. Do not use your browser Back button.

Please click "Authorize Payment" to charge your account, and to receive a confirmation number.

[Authorize Payment] [No Thanks]

Privacy Statement | Refund Policy

Home	

Welcome, Ten

My Profile | Logout

Payment Confirmation

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin.

Search IPS

Search By

Record# ▼ [   ]

[Search IPS]

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Payment Confirmation

✎ **Order Details**

Your payment was successful. A copy of the receipt has been emailed to tina_sapra@hotmail.com.

Order Status	Successful
Applied Payment	$ 1040.00
Contact	Perfect Ten
Operator	Perfect Ten
Process Date	2/23/2015 12:51 AM

Receipt Number	
Payment	Credit Card
Reference Number	339
Card Number	****1111
Amount	$1040

Fees

Type	Amount	Amount Outstanding	Due Date
Elevator Permit Fee	$1,040.00	$1,040.00	

[Print Receipt]

✎ **Payment Details**

Cart Name:	X-2015-02-23_12-48-22
Transaction ID:	339
Transaction Status:	SUCCESS
Amount sent for processing:	1040
Transaction Fees :	25.90
Total Amount:	1065.90

3.4   Pending Applications

This section displays (see screen shot below) all the applications (permits, licenses and applications) which the user has started working on but has not yet submitted to DPS.

Home	

Welcome, Baddam_ElvMntnce

My Profile | Logout

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS

Search By

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Apply for Permit | Apply for Inspection

✓ **Pending Applications**

Record#	Location	Type	Created Date
CI15-00265-PENDING		Application for Certificate of Inspection	2015-06-24 14:24 PM
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ECR15-00519	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 12:49 PM
CI15-00218-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 10:11 AM
CI15-00221-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 13:05 PM
ELV15-0340-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - Modernization	2015-05-12 10:51 AM
ELT15-0222-PENDING	1 ASHBURTON PLACE BOSTON MA	Electrical Permit	2015-06-24 14:20 PM
BLD15-0285-PENDING	1 ASHBURTON PLACE BOSTON MA	Building Permit	2015-06-24 13:42 PM
ELV15-0398-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-05-28 14:07 PM
ELV15-0261-PENDIN	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-04-28 08:01 AM

Additional Permit Applications   Additional Inspection Applications

✓ **Rejected Applications-Action Required**

There is no data to display.

Additional Permit Applications   Additional Inspection Applications

Click on a **'Record #'** against the application to view/update the application.

Home

Welcome, Baddam_ElvMntnce
My Profile | Logout

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS

Search By

Record# ▼ [_____]

[Search IPS]

Quick Links

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CART

[Apply for Permit] [Apply for Inspection]

✓ **Pending Applications**

Record#	Location	Type	Created Date
CI15-00265-PENDING		Application for Certificate of Inspection	2015-06-24 14:24 PM
ECR15-00523	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 15:20 PM
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CI15-00218-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 10:11 AM
CI15-00221-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 13:05 PM
ELV15-0340-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - Modernization	2015-05-12 10:51 AM
ELT15-0222-PENDING	1 ASHBURTON PLACE BOSTON MA	Electrical Permit	2015-06-24 14:20 PM
BLD15-0285-PENDING	1 ASHBURTON PLACE BOSTON MA	Building Permit	2015-06-24 13:42 PM
ELV15-0398-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-05-28 14:07 PM
ELV15-0261-PENDIN	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-04-28 08:01 AM

Additional Permit Applications   Additional Inspection Applications

✓ **Rejected Applications-Action Required**

There is no data to display.

Additional Permit Applications   Additional Inspection Applications

To view the complete list of Pending Permits/Licenses/Applications, click on

- Additional Permit Applications – To view additional permits which are pending
- Additional Inspection Applications – To view additional applications which are pending

In addition, the user may Search for an application in the system by address or **Record #**.

3.5   Rejected Applications

This section displays (see screen shot below) all the applications (permits and inspection applications) the user has submitted to DPS and have been **Rejected** by DPS during review.

To view the complete list of Rejected Permits / Licenses / Applications, click on

- <u>Additional</u> Permit Applications– To view additional permits which were rejected
- <u>Additional</u> Inspection Applications– To view additional applications which were rejected

In addition, the user may <u>Search</u> for an application in the system by address or **Record #**.

3.6   Additional

When the user clicks on Additional Permit Applications, or Additional License applications which are either pending or rejected, the page navigates to a screen which lists all the applications with the selected criteria.

Pending Applications			
Record#	Location	Type	Created Date
CI15-00265-PENDING		Application for Certificate of Inspection	2015-06-24 14:24 PM
ECR15-00523	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 15:20 PM
ECR15-00519	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 12:49 PM
CI15-00218-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 10:11 AM
CI15-00221-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 13:05 PM
ELV15-0340-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - Modernization	2015-05-12 10:51 AM
ELT15-0222-PENDING	1 ASHBURTON PLACE BOSTON MA	Electrical Permit	2015-06-24 14:20 PM
BLD15-0285-PENDING	1 ASHBURTON PLACE BOSTON MA	Building Permit	2015-06-24 13:42 PM
ELV15-0398-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-05-28 14:07 PM
ELV15-0261-PENDIN	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-04-28 08:01 AM

Additional Permit Applications   Additional Inspection Applications

Rejected Applications-Action Required

There is no data to display.

Additional Permit Applications   Additional Inspection Applications

Welcome, Baddam_ElvMntnce
My Profile | Logout

Messages and Alerts
For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS
Search By
Record# ▼ [   ]
Search IPS

Quick Links
CAMIS
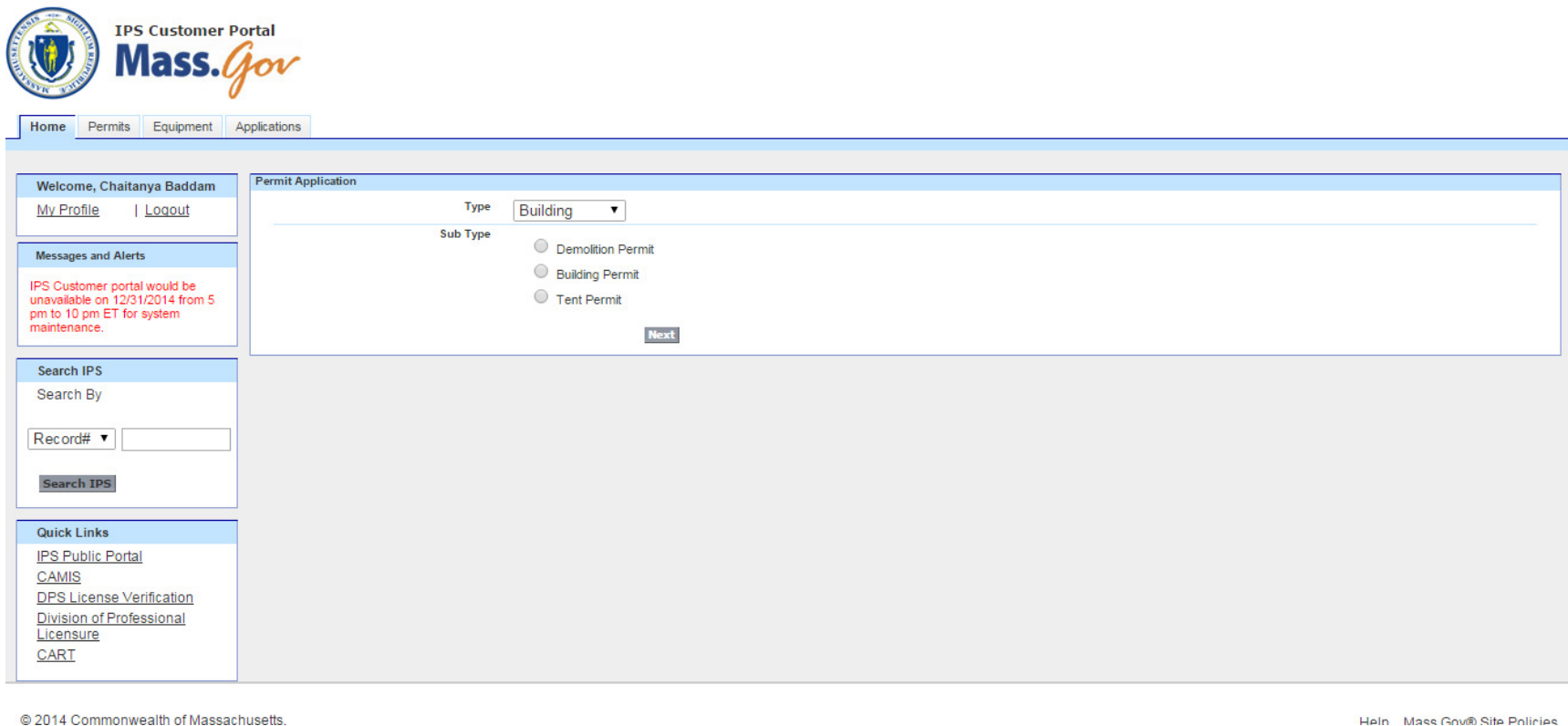DPS License Verification
Division of Professional Licensure
CART

Apply for Permit Apply for Inspection

Welcome, Baddam_ElvMntnce
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Messages and Alerts

For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS

Search By

Record# ▼ [   ]

Search IPS

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CART

Portal - Pending Permit Applications   Printable View

View: [Portal - Pending Permit Applications ▼]

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | All

Action	Number	Location	Type	Created Date
Edit	ELV15-0261-PENDIN	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	4/28/2015
Edit	ELV15-0299-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	5/4/2015
Edit	ELV15-0378-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	5/21/2015
Edit	ELV15-0398-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	5/28/2015
Edit	ELV15-0318-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - Modernization	5/7/2015
Edit	ELV15-0340-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - Modernization	5/12/2015
Edit	ELT15-0163-PENDING		Electrical Permit	5/4/2015
Edit	ELT15-0164-PENDING		Electrical Permit	5/4/2015
Edit	ELT15-0222-PENDING	1 ASHBURTON PLACE BOSTON MA	Electrical Permit	6/24/2015
Edit	ELT15-0142-PENDING	1 ASH ST BOSTON MA	Electrical Event Permit	4/27/2015
Edit	BLD15-0174-PENDING		Building Permit - Tent	4/27/2015
Edit	BLD15-0229-PENDING		Building Permit - Tent	5/7/2015
Edit	BLD15-0236-PENDING	44 BELLA ROAD SHARON MA	Building Permit - Tent	5/12/2015
Edit	DEM15-0026-PENDING		Building Permit - Demolition	4/27/2015
Edit	DEM15-0049-PENDING		Building Permit - Demolition	5/7/2015
Edit	BLD15-0228-PENDING		Building Permit	5/7/2015
Edit	BLD15-0285-PENDING	1 ASHBURTON PLACE BOSTON MA	Building Permit	6/24/2015
Edit	BLD15-0180-PENDING	1 ASH ST BOSTON MA		4/28/2015
Edit	BLD15-0181-PENDING			4/28/2015

Show me fewer ▲ records per list page

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | All

The application may be viewed by clicking the application **'Number'**. Click on **'Edit'** to modify an application. Sort the list by clicking on the column heading.

4. Apply for Permit

Click on **'Apply for Permit'** on the Home Screen to apply for a license or permit.

The page navigates to permit application screen (shown below).The customer is able to apply for the following types of License & Permits via the portal.

Type	Sub Type
Building	Building Permit, Demolition Permit, Tent Permit
Electrical	Electrical Permit, Event Permit
Elevator	New Installation, Modernization, Decommission, Material Change, Alteration, Emergency Repair

Select the type of permit/license.

Depending on the Type selected a Sub-type is displayed. Select a sub-type for the application and click **'Next'**.

Depending on the type and sub-type selected, the user is taken through a series of steps towards completing the application.

Note: The order and the number of steps vary depending on the type and sub-type of the application.

4.1   Owner Information

This page shows the applicant information on the top section. The applicant is the user who is logged-in and is applying for a permit. To update or modify information in this section, the applicant's profile information needs to be updated.

The second section is the Owner information. Below is a short summary of who the owner could be in different scenarios:

Type	Sub Type	Owner is
Building	Building Permit, Demolition Permit, Tent Permit	Building owner (State Agency)
Electrical	Electrical Permit, Event Permit	State Agency that the Electrical job is for (MBTA, MWRA, MCCA, BCCA)
Elevator	New Installation, Modernization, Decommission, Material Change, Alteration, Emergency Repair	Owner of the Elevator

Enter the Name of the owner, select if it is an individual or a company and click on 'Search'.

A list of matching owners is displayed in the **'Select Owner'** section. If the owner exists in the list, select the owner by clicking on the radio button next to the owner name and click 'Next' to move to the next step in the process. Click on **'Previous'** to navigate to the previous step.

If the owner does not exist in the list, fill the owner information in the **'Owner Information'** section (shown below) and click on **'Create Owner'** button at the bottom of the page. The page navigates to the next step in the process.

4.2   Application Information

Note: The application form varies by the type of permit/license.

Below is a screen shot of an application for **'Elevator New Installation Permit'**

Fill-in the information and click on **'Next'** to go to save and proceed to the next step. Click on **'Previous'** to navigate to the previous step without saving any information. Mandatory fields are marked with a red bar on the side of the label.

4.3   Location Validation

In this step, enter the location information/address at which the work will be performed and click on **'Search'**.

The location address entered is matched against the MASS-GIS system.

A list of matching addresses are displayed in the **'Address Matches'** section. Select the address from the list and click **'Next'** to go the next step in the process. Click **'Previous'** button to go the previous step at any point.

If the intended address does not exist in the list of matching addresses, check the **'Missing GIS Address'** checkbox and click **'Next'** to move to the next step in the process. A confirmation message is displayed asking if this address needs to be marked as 'Missing GIS Address'.

 Click **'Next'** to proceed to the next step.

4.4   Submissions

Relevant documents necessary to submit the application for license/permit are uploaded in this step.

Note: Submissions for an application vary by the type of permit/license being applied for and the answers provided in the form.

Click on **'Upload'** button against a document title to submit that document. A new window is opened. Navigate to the path where the document is saved and select the document that needs to be attached to the application and click on **'Open'**.

For all the required submissions, either a file has to be uploaded OR a **'Reason for not including submission'** option has to be selected for the submission. Available options for **'Reason for not including submission'**:

- Not Required
- File too large to upload – paper documents to follow
- Deferred – not required until later

Click on **'Save'** to upload the documents selected so far. Click on **'Save & Proceed'** to upload the documents and proceed to next step. Click on '**Previous'** to navigate to the last step.

To filter or search for a specific document or title, enter the search criteria into the Search text box on top of the grid. Submissions may be further be sorted by any column by clicking on a column name (e.g., title, status etc.,) in the grid.

4.5   Attestation

In this screen the user attests the application by checking on the checkbox and entering their full name. Click on **'Next'** to proceed to the next step in the process. Click on **'Previous'** to navigate to the previous step.

4.6   Cart

After the **"Attestation"** page, user is navigated to the **CART** to pay for the Permit submitted. Refer to Section 1.3 for details of processing a payment via the **CART**.

5. Apply for Inspection

Click on **'Apply for Inspection'** on the Home Screen to apply for or request an Inspection.

The page navigates to permit application screen (shown below). The customer is able to apply for the following types of inspections via the portal.

Type	Sub Type
Building	Request Permit Inspections
Certificate of Inspection	Application for Certification of Inspection
Electrical	Request Permit Inspections
Elevator	Application for Annual/ 5-year/ Placard Removal Inspection, Request Permit Inspections/ Re-Inspections

Select the type of application.

Depending on the Type selected a Sub-type is displayed. Select a sub-type for the application and click 'Next'.

Depending on the type and sub-type selected, the user is taken through a series of steps towards completing the application.

Note: The order and the number of steps vary depending on the type and sub-type of the application.

5.1   Search

This page provides the user with the ability to search for equipment or permit which is ready to be inspected. To qualify for inspection, a permit should have been issued.

Enter the Record # (equipment name in case of elevators) or look-up the address as on the permit application (or equipment address in case of elevators) and click 'Search'.

A list of all permits/equipment's are displayed if a matching criterion is found. Select a permit/equipment and click on 'Next' to proceed with the next steps.

Click on 'Previous' at any point to navigate to the previous step.

Welcome, Chaitanya Baddam	Search					
My Profile	Logout	Record #				Address	1 Ash St
			Search			

Messages and Alerts

IPS Customer portal would be unavailable on 12/31/2014 from 5 pm to 10 pm ET for system maintenance.

Select Permit

	Permit #	Equipment #	Status
○	ELV15-0018	00010	Issued
		Previous Next	

Search IPS

Search By

Record# ▼

Search IPS

Quick Links

IPS Public Portal
CAMIS
DPS License Verification
Division of Professional Licensure
CART

5.2 Owner Information

Refer owner information

5.3 Application Information

Refer Application information

5.4 Location Validation

Refer Location Validation

5.5 Submissions
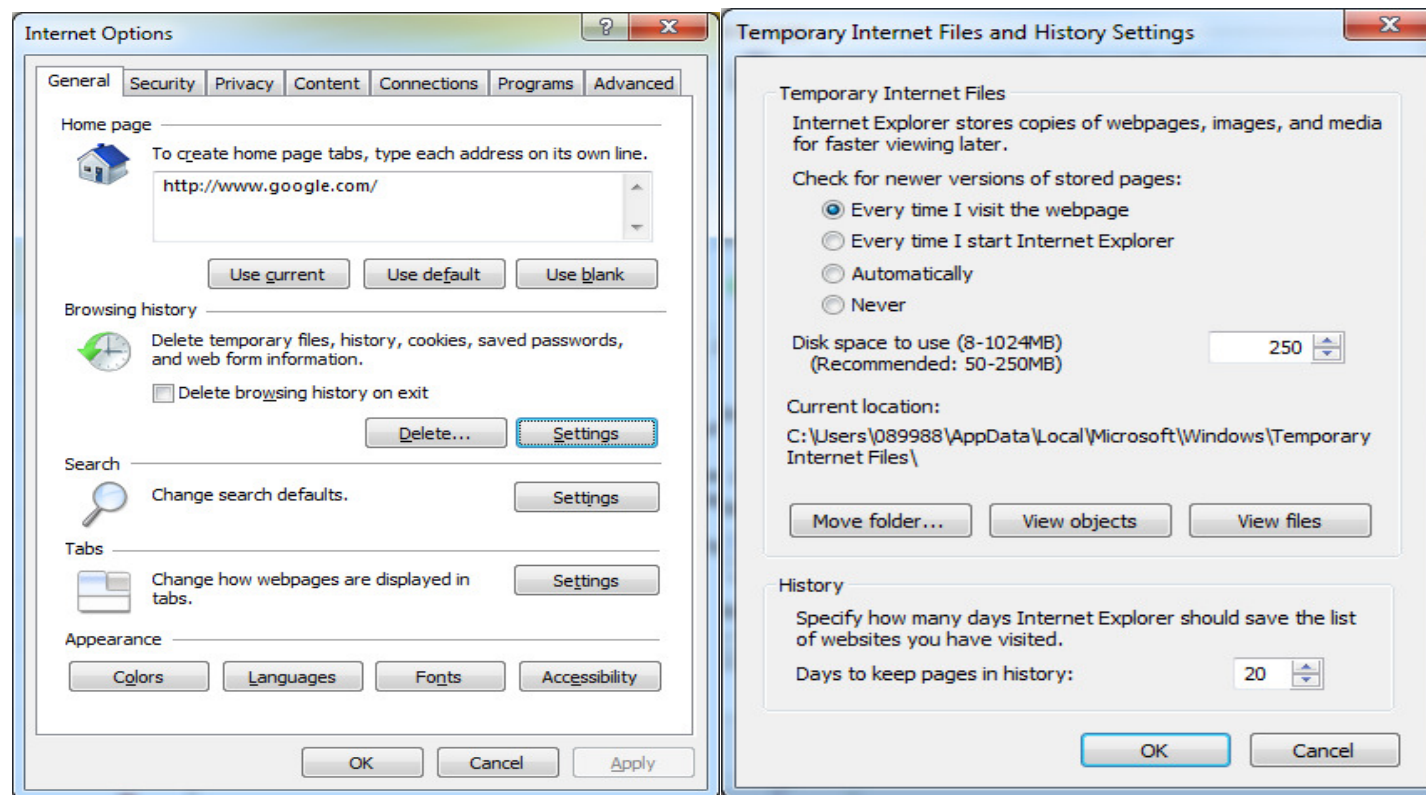
Refer [Submissions](#)

5.6 Attestation

Refer [Attestation](#)

5.7 Cart

Refer [Cart](#)

5.8   Browser Settings

When using Internet Explorer browser, go to Internet Options → (Browsing history) Settings, and insure that the "Check for newer versions of stored pages" is set to option "Every time I visit the webpage".

The User Registration screen entails:

1) Entering User Information
2) Searching for an existing company, or creating a new one. (Note: "Company Information" section does not apply to the Individual building owners, and will not be displayed when the "Building Owner – Individual" option is selected from the "Type" dropdown)
3) Attesting.